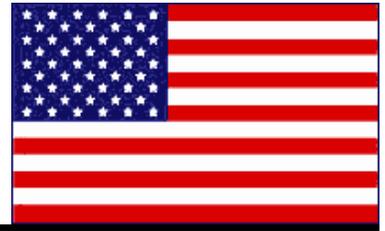




PORTLAND VA MEDICAL CENTER

*Portland, Oregon Division
 Vancouver, Washington Division
 Community Based Outpatient Clinics
 Salem, OR Bend, OR
 Camp Rilea (Warrenton, OR)*



NOTICE OF VACANCY

1. <u>Announcement Number</u> T-08-340-SJ	2. <u>Title, Series, Grade, Salary</u> Patient Services Assistant (16480A) GS-303-5 \$31,181 to \$40,530 per annum (Based on full-time employment)	3. <u>Tour of Duty</u> 7:30am-4pm M-F	4. <u>Duty Station</u> Primary Care Division, Portland Metro East Community Based Outpatient Clinic Portland, Oregon
5. <u>Type & Number of Vacancies</u> Temporary, NTE 1 year 1 Part-time position (40 hours per pay period)	6. <u>Contact</u> Human Resources Assistant 503-273-5236	7. <u>Opening Date</u> 4/7/08	8. <u>Closing Date</u> 4/11/08

WHO MAY APPLY TO THIS ANNOUNCEMENT:

- Any US Citizen

MAJOR DUTIES:

Performs clerical work in support of the care and treatment given to patients such as receiving patients or maintaining patient files; work administering or advising on medical record systems; or work maintaining medical records in a ward, clinic, or other such unit of a medical facility. Responds to technical questions regarding patient rights, responsibilities, and medical eligibility for care. Receives and Processes Applicants for Admission and Outpatient Treatment. Receives and processes applicants for admission and outpatient treatment. Makes patient appointments and/or makes or assists in making the determination as to the patient's eligibility for benefits. Receives, schedules, and routes patients applying for care. Receives new and recurring applications for care. Interviews and completes applications for medical/dental benefits. Procures data from official records, verifies information contained in the application. Enters no-show information for patients who fail to report for scheduled appointments, rescheduling patients as directed by the physician. Assembles and sets up medical records. Assures all appropriate lab/x-ray results are available prior to scheduled appointment. Determines the nature of the patient's medical care needs, questions, or complaints and answers questions, provides information, gives guidance, and initiates action as appropriate. Independently makes benefit eligibility determinations. Obtains all key information needed and initiates medical administrative processing of basic requests and forms. Maintains contact with medical and clerical staff in various clinics and wards to resolve delays and misunderstandings in the medical administrative aspect of providing medical care. Responds to technical questions regarding patient rights and responsibilities and medical eligibility for care.

THIS POSITION IS IN THE BARGAINING UNIT

QUALIFICATION REQUIREMENTS:

Eligibility: U.S. Office of Personnel Management Qualification Standards Handbook for GS-303 series applies and may be reviewed in the Human Resources Management Service office.

Specialized Experience: One (1) year experience that equipped the applicant with the particular knowledge, skills, and abilities (KSA's) to perform successfully the duties of the position, and that is typically in or related to the work of the position to be filled. To be creditable, specialized experience must have been equivalent to at least the next lower grade level.

Substitution of Education for Experience Requirements: Successfully completed education above the high school level in any field for which high school graduation or the equivalent is the normal prerequisite. This education must have been obtained in an accredited business, secretarial or technical school, junior college, college or university. One year of full-time academic study is defined as 30 semester hours, 45 quarter hours, or the equivalent in a college or university, or at least 20 hours of classroom instruction per week for approximately 36 weeks in a business, secretarial, or technical school. If using education as a substitute for experience, please submit a copy of your college transcripts with application packet.

BASIS OF RATING: (Knowledge, Skills, Abilities (KSAs))

On a separate sheet of paper, provide a written, detailed response to each of the KSAs. Failure to respond to rating factors will result in applicant not being referred for the position:

- 1) Knowledge, experience and proficiency in all administrative duties within the clinic / PVAMC as it relates to the delivery of patient care, including knowledge of computer software programs such as Excel, and related data programs to work on studies and reports. CPRS charts. Vista.
- 2) Ability to work independently, establishing priorities and adjusting to changing issues, requirements and situations with strong organizational skills and ability to perform multiple tasks and coordinate multiple projects at the same time Management.
- 3) Ability to communicate in writing and orally in relaying and explaining information to others both individually and in group meetings for Primary Care and throughout the PVAMC.
- 4) Knowledge of and proficiency in preparing appropriate documentation to support basic HR actions. HR processes as it relates to Primary Care / East CBOC.
- 5) Knowledge of and proficiency in timekeeping responsibilities, as well ability to maintain Tempo documentation, Education registrations, Professional License verifications, Proficiency tracking logs and other internal data collection and documentation logs specific to Primary Care.
- 6) Ability to coordinate, manage and perform all clerical duties as it relates to scheduling appointments, coordinating meetings and / or scheduling conferences for the unit manager as assigned.
- 7) Ability to perform supply transactions including maintaining organization's inventory, work order requests, IRM and Telecom needs for the constantly changing work environment.

CONDITIONS OF EMPLOYMENT:

Applicants without prior federal service will be appointed at step one of the grade

Although the duty station is shown in this announcement, it may be necessary to utilize the selected person's services at a different location within the Portland VA Medical Center commuting area if conditions require it in the future

Under Executive Order 11935, only United States citizens and nationals (residents of American Samoa and Swains Island) may compete for civil service jobs. Agencies are permitted to hire noncitizens only in very limited circumstances where there are no qualified citizens available for the position.

If you are a male born after December 31, 1959, and are at least 18 years of age, civil service employment law (5 U.S.C. 3328) requires that you must register with the Selective Service System, unless you meet certain exemptions.

A security clearance and a favorable suitability determination are required. Misconduct in prior employment, criminal, dishonest or disgraceful conduct, habitual use of intoxicating beverages, abuse of narcotics, drugs or other controlled substances, or reasonable doubt of loyalty to the United States are examples of reasons an offer of employment may be denied.

Public transit subsidy benefits are available. Carpooling assistance is provided. However, single occupancy parking is limited on main Portland campus.

This agency provides reasonable accommodations to applicants with disabilities. If you need a reasonable accommodation for any part of the application and hiring process, please notify the agency. The decision on granting reasonable accommodation will be on a case-by-case basis

The United States Government does not discriminate in employment on the basis of race, color, religion, sex, national origin, political affiliation, sexual orientation, marital status, disability, age, membership in an employee organization, or other non-merit factor.

It is the policy of the Department of Veterans Affairs that all Federal wage and salary payments are paid to employees by Direct Deposit/Electronic Funds Transfer (DD/EFT).

HOW TO APPLY:

US Citizens must submit:

1. [OF 612, Optional Application for Federal Employment](#) (attach additional sheets of paper if needed for additional job experience (in same format as application)), or Resume. (Please refer to [OF-510, Applying for a Federal Job](#) on the USA jobs website (<http://www.usajobs.opm.gov/>) for information on how to apply with a resume instead of OF-612
2. [OF-306, Declaration for Federal Employment](#) (January 2001 version or later).
3. Veterans Preference:
 - a. DD-214, Military Discharge Paper (member copy #4 for July 1979 or later editions) (For 5 Point Veteran's Preference).
 - b. [SF-15, Application for 10-point Veteran Preference](#) (December 2004 version or later)
 - c. VA letter of service-connected disability rating dated 1991 or later.
4. SF-50, Notification of Personnel Action (if applying as a current or former federal employee).
5. Narrative statement relating to all of the KSAs. Candidates **must** submit a narrative statement on a separate page(s) with specific responses to all of the knowledge, skills, and abilities (KSAs) in this announcement. Failure to submit your narrative response to all of the KSAs will result in the applicant not being referred for the position.
6. A copy of your college transcripts (Optional unless education is required).

All application packets must be received in Human Resources by Close of Business (COB) on 4/11/08

Application forms may /be obtained in Human Resources Office or on our external website

<http://www.visn20.med.va.gov/Portland/mc/hr>

Applications may be mailed to:

Portland VA Medical Center, P4HRMS

Attn: T-08-340-SJ

PO Box 1034

Portland, OR 97207

Or brought in person to:

Portland VA Medical Center

3710 SW US Veterans Hospital Rd

Building 16, Room 300

Portland OR 97239

APPLICANT'S PLEASE NOTE:

- Education must be accredited by an accrediting institution recognized by the U.S. Department of Education in order for it to be credited towards qualifications (particularly positions with a positive education requirement.). Therefore, applicants must report only attendance and/or degrees from schools accredited by accrediting institutions recognized by the U.S. Department of Education.
- Applicants can verify accreditation at the following website: <http://www.ed.gov/admins/finaid/accred/index.html>. All education claimed by applicants will be verified by the appointing agency accordingly.

IMPORTANT NOTICE ABOUT APPLICANT'S RESPONSIBILITY:

- It is the applicant's responsibility to submit documentation to support his/her application for this position. Applicant is responsible for ensuring that all experience, formal training, award recognition, etc. are documented in the application package. Experience may include voluntary or other non-paid experience in the appropriate field. If you feel that your training record contains information pertinent to your qualifications, then you must submit a printed copy of your training record with your application package. Your training record will become part of the specific vacancy file and will not be filed in Official Personnel Folder. Human Resources Management Division will not photocopy any application material; applicants are responsible for making photocopies prior to submitting applications.
- **It is the responsibility of the applicant to ensure timely receipt of the application, regardless of the method used for submission. The VA assumes no responsibility for the late delivery of applications (i.e. postal service delays). The Portland VA Medical Center will not accept FAX, or emailed applications or applications in a US government envelope.**